

# Frequently Asked Questions

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## Occupational Health Requirements

### Q. Will St. Joe's provide me with a TB test?

A. Unfortunately St. Joseph's Occupational Health department is unable to administer TB tests for new employees. If you do not have a family Doctor who can administer this test, the majority of walk-in clinics will provide this service. Please visit this website for a list of clinics in your area: <http://www.health.gov.on.ca/en/public/programs/hco/options/walkin.aspx>

### Q. I recently had a TB Test, do I need another one?

A. Yes, all new employees require a TB test. If you have had a documented 2-Step TB test within the last year, OR if you have had a documented 1-step TB annually since your initial 2-step, you may only require a 1-step before starting with St. Joe's. Please contact Occupational Health at (416)530-6486 x4620 to clarify your individual requirements.

### Q. I have had a positive TB test in the past, do I still need one?

A. Yes. You will still need to have a documented 1-step TB test, and present results of a chest X-ray completed in the previous 12 months.

### Q. I don't have a pre-employment assessment appointment, what do I do?

A. Within a couple of days of receiving your employment offer, you should receive a phone call to book this appointment with our Occupational Health Department. If you have not received a call, please contact Occupational Health directly at (416)530-6486 x4620.

### Q. I have my TB form and immunization records, who do I give these to?

A. All health related documentation should be given to Occupational Health. You can bring this with you to your scheduled appointment, or fax it to (416) 530-6733. Please ensure your name is clearly visible on all faxed documents.

### Q. I faxed my forms to Occupational Health but have not heard anything back, how do I know if they have been received?

A. Occupational Health generally will not contact you to confirm receipt of documents, if you are concerned, or have questions about the suitability of the documents you have sent please contact them directly at (416)530-6486 x4620.

## Criminal Reference Check Requirements

### Q. Do I go to the police station for my criminal check?

A. No, your criminal reference check is completed online and your identity is verified through a series of questions based on your credit history. Please see the Electronic Criminal Records Check Process in this package for more information. There is no cost to you to complete this check.

### Q. I recently completed a criminal reference check at the police station; can I bring you these results instead of completing one with St. Joseph's?

A. No, all new staff, physicians, students, and volunteers are required to undergo a criminal reference check through our third party provider, Garda, regardless of how recently you had one completed elsewhere.

### Q. I have answered the credit history questions and Garda is still asking me to provide ID/sign and upload a consent form. Why?

A. If after completing the credit history questions you are brought to a screen titled "Download Consent Form", it means Garda was unable to verify your identity online. In which case you will need to upload the requested documents **or** come to Human Resources with the completed consent form and ID, anytime between 8:00 a.m. and 3:30 p.m., Monday through Friday. **This must be done at minimum 3 business days prior to your start date.** Please see the Electronic Criminal Records Check Process in this package for more information.

### Q. I'm not sure which ID to bring, what will you accept?

A. You will need to bring 2 pieces of valid, government issued, ID, at least one is required to be photo ID. For more detailed information and a list of acceptable ID please see the attached "Pre-employment Screening Criminal Background Check" document included in this package.

## Pre-Employment Documentation / Educational Requirements

### Q. When do I need to bring my signed documents?

A. All required documentation and educational requirements, including your signed offer letter, must be received in Human Resources prior to your first day of work. To save a trip, we recommend you bring everything with you on the day of your occupational health appointment. Any outstanding requirements must be presented to Human Resources prior to starting your shift on your first day.

### Q. Can I bring photocopies of my licence or degree?

A. No, all required documentation, including licences, degrees, signed agreements, ID, etc, must be an original document; photocopies will be made for you in Human Resources.

### Q. I don't have my SIN Card, can I just give you the number?

A. No, unfortunately not, however, if you don't have your card we can accept any original document from the government with your SIN number on it. An example of this being a T4 slip.

### Q. I don't have cheques, can I just bring you my account number?

A. No, however, if you don't have a cheque, your bank can provide you with a print out of your account details for payroll purposes.

### Q. What do I need to provide for the purpose of "credit for experience"?

A. If you have been asked to provide a credit for experience letter, you would need to submit, from each relevant employer, a letter including the following: Your dates of employment; job title(s) you held and for what time period; your employment status (i.e. full or part time); and the number of hours worked, if applicable. Please note if you were full time for your entire period of employment, you will **NOT** need to provide the number of hours worked, however, please ensure the letter clearly indicates that you were full time for the entire duration of your employment. If you were part time, or a combination of part time and full time, the number of hours worked will be required to issue credit for experience. If you are unsure if the letters you have are sufficient, please check with your Employment Coordinator.

### Q. Do I have to fill out a (TD1/TD1ON) tax form?

A. Yes. All new employees must complete the federal tax form (TD1). A provincial tax form (TD1ON) only needs to be completed in certain circumstances. Please refer to the second page of the TD1 form for further instructions.

[More information on the TD1 form from the CRA website](#)

### Q. I'm part-time but not sure if I want to join the benefits and pension plans, where can I get more information?

A. Contact the Benefits and Pension Coordinator at 416-530-6460 x3061 or at [benefitsandpension@stjoestoronto.ca](mailto:benefitsandpension@stjoestoronto.ca) for more information.

## Orientation

### Q. When am I scheduled for Orientation?

A. Included with your pre-employment package and Offer letter was an orientation schedule specific to your new position, please refer to this for your scheduled sessions. If you are unsure you can contact your Employment Coordinator to clarify.

### Q. How many days is my Orientation?

A. The length of your orientation will vary based on the position you have been hired for, all employees are scheduled for one day of general orientation, as well as computer training, however depending on your position you may have up to 8 days of hospital orientation before starting in your department. Please refer to the customized orientation schedule included in your pre-employment package for specific details of the orientation you have been scheduled for. If you are unsure you can contact your Employment Coordinator to clarify.

### Q. Where do I go for orientation?

A. General Orientation on Monday takes place in Education Centre A & B, in the back of the cafeteria. The last page of this package contains a map to help guide you; you will also see signs posted the morning of orientation. If you have been scheduled for additional days of orientation these will take place in classrooms in the Sunnyside building (around the corner from Human Resources) your customized schedule will include specific locations for each session you are scheduled to attend. If you are unsure you can contact your Employment Coordinator to clarify.

### Q. What time does orientation start?

A. General orientation on Monday starts at **8:45am**. If you are scheduled for subsequent orientation your customized schedule will include start times for each session you are scheduled to attend. If you are unsure you can contact your Employment Coordinator to clarify.

### Q. What do I wear to orientation / Do I have to wear my scrubs?

A. If you wear a uniform for your position, you will not be required to wear this during your hospital orientation. You will be in a classroom setting for the duration, so something comfortable, but professional is recommended.

### Q. What if I am unable to attend my scheduled orientation?

A. Orientation is mandatory for all employees, it is important that you attended your orientation sessions upon starting with the health centre. If it is absolutely not possible for you to make arrangements to attend your entire session as scheduled, please speak with your Employment Coordinator as soon as possible to see if alternate arrangements may be possible.

## On your first day

### **Q. How do I know if I have met all the requirements to start working?**

A. The requirements before your first day of work will be laid out in your offer letter, if you have not met one of more of these requirements your Employment Coordinator will be contacting you prior to your first day of work to let you know you are not able to start as planned and make arrangements for an alternate start date when possible.

### **Q. Where do I go and what time will I start on my first day?**

A. If you are not starting work on an orientation day, you will need to speak with your department manager to determine your schedule and where they would like you to meet them; your Employment Coordinator will be able to provide you with their contact information, if you have not already received this.

### **Q. How do I get my ID badge?**

A. On your first day you will need to come to the Human Resources office to be transferred into our live system, you will then be given information on how to obtain your ID badge from Security Services, this will require you have a piece of photo ID with you. **NOTE:** If your first day falls on an orientation date, this information will be brought to you in your session.

### **Q. Where can I park?**

A. We have staff parking available in our parking garage; we offer both monthly and occasional parking options. Please see the last page of your offer letter for additional details and parking rates.

### **Q. I don't have an appointment to see the Pension and Benefits Coordinator, how do I book this?**

A. If you are either a full-time employee or a part-time employee opting for benefits, you must come to HR to book an appointment. If you are part-time or casual and do not wish to enrol in benefits and/or pension, you do not need an appointment (refer to PT Election of Benefits Sign-off sheet). **NOTE:** If your first day falls on an orientation date, and you are full-time, an appointment will be booked for you and brought to you in your session.